

MOUNT VERNON NAZARENE UNIVERSITY

Student Complaint Log Policy

How to File a Complaint

Pursuant to 34 CFR § 668.43(b) (Code of Federal Regulations), an institution of higher education must “provide students . . . with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle the student’s complaint.”

Christian civility at MVNU is grounded in the conviction that human beings are created in the image of God. The love of God locates our humanity in loving God and neighbor in the power of our Creator. This frames Christian civility in the richness of life afforded us by the Holy Spirit. MVNU students, faculty, and staff come from a wide array of backgrounds, cultures, and experiences. Those backgrounds and experiences shape our worldview and, often, our interactions. We ask that members of our community embody Christian civility in the following ways through compassion, kindness, humility, gentleness, and patience. We understand that living in a close residential setting naturally leads to potential interpersonal conflict. When these conflicts do arise, students are encouraged to take responsibility for resolving these conflicts through clear and open communication based on a common assumption that members of our community are acting on good intentions but are fallible and likely to make mistakes. If these conflicts are not resolved through these communications, students are encouraged to reach out to appropriate personnel to discuss concerns, grievances, and complaints.

At times, an issue may involve several different areas and students may feel uncertain which procedure to follow; in this case they should seek advice from the Director of Residential Life, the Campus Life Director, or Vice President for Student Life.

If an issue cannot be resolved by MVNU’s internal processes, students may choose to file a complaint with the Ohio Department of Higher Education. Students who reside in other states may appeal to their state of residence. Please see the contact information for each state agency that would handle the complaint. You may also contact our accrediting agency, the Higher Learning Commission.

MVNU is a member institution of the National Council for State Authorization Reciprocity Agreements (<https://nc-sara-org/>). As a member institution, MVNU is authorized to deliver distance education courses and programs in all SARA-member states. Online students residing in a SARA-member state may contact the Ohio Department of Higher Education concerning complaints, after having completed the MVNU student complaint process.

A. Issues related to academic affairs or other matters involving student grievances

Excessive Unexcused Absence Policy

During the fall or spring semester, students having more than an equivalent of two (2) weeks of unexcused absences in a semester-long in-seat or online course will be notified that administrative withdrawal from the course is imminent, pending immediate communication from the student with the professor. If the student is administratively withdrawn from a course:

- The student will receive a grade of W for the course if it occurs before the end of the last day to withdraw from a course in a term. Financial aid may be affected, and housing may be in jeopardy if the student is living on campus.
- The student will receive a grade of X after the last day to withdraw from a course in a term, and up to the last three calendar weeks of the term. Housing may be in jeopardy if the student is living on campus.

For more information regarding this policy see

<https://mvnu.smartcatalogiq.com/en/2022-2023/catalog/academic-regulations-and-procedures-traditional/class-attendance/excessive-unexcused-absences/>.

Academic Standing Policy

Academic standing is determined after final grades are submitted at the end of the fall and spring semesters. In some instances, academic standing may be reviewed for work completed between traditional fall and spring terms. Students are expected to be in Good Academic Standing, which is defined as maintaining a minimum *cumulative* GPA of 2.00.

Initial dismissals are for one full semester (excluding summer terms). Subsequent dismissals are for one full academic year. Dismissals may be appealed. Information about the appeal process is included with the dismissal letter. After the dismissal period is served, the student may apply for reinstatement. A completed Application for Readmission must reach the Admissions Office at least six weeks prior to the semester for which readmission is requested.

For further details see <https://mvnu.smartcatalogiq.com/en/2022-2023/catalog/academic-regulations-and-procedures-traditional/class-attendance/excessive-unexcused-absences/>.

Grade Appeals

1. When a student has a question about a course grade, they must first seek resolution with the course instructor.
2. If a satisfactory resolution cannot be reached, the student may request that the matter be reviewed by the department chair no later than 30

calendar days from the issuance of the grade. To accomplish this, the student must submit an appeal, along with all required supporting documentation, including a course syllabus (or equivalent) and the assignments in question. The chair reserves the right to question any individual and/or obtain additional information from any other source. If the student files the request outside the 30-calendar day period, they forfeit any further right to appeal. The chair's review is limited to whether the student was treated fairly, and stated protocols were followed. The chair will either uphold or deny the appeal. If the appeal is upheld, the chair may impose conditions. The chair will notify the student of the decision in writing within 10 business days of receipt of the appeal.

3. If the student is not satisfied with the decision of the department chair, they may request that the matter be reviewed by the school dean. To accomplish this, the student must inform the chair via e-mail within 10 business days of the chair's decision. If the student files the request outside this period, they forfeit any right to proceed. The chair will send the appeal file to the dean; thus, the student may not include additional information. The dean reserves the right to question any individual and/or obtain additional information from any other source. The dean's review is limited to whether the student was treated fairly, and stated protocols were followed. The dean will either uphold or deny the appeal. If the appeal is upheld, the dean may impose conditions. The dean will notify the student of the decision in writing within 10 business days of receipt of the appeal.
4. If the student is not satisfied with the decision of the school dean, they may request that the matter be reviewed by the associate vice president for academic administration (AVPAA). To accomplish this, the student must inform the dean in writing of their intent to file an appeal within 10 business days of the dean's decision. If the student files the request outside this period, they forfeit any right to proceed. The dean will send the appeal file to the AVPAA (or designee); thus, the student may not include additional information. The review will be limited to whether the student was treated fairly and that stated protocols were followed. The appeal will either be upheld or denied. If the appeal is upheld, conditions may be imposed. The student will be notified of the decision in writing within 10 business days. The decision is final and non-appealable.

At no point in the process is legal counsel or representation permitted.

For further information see the catalog at <https://mvnu.smartcatalogiq.com/en/2022-2023/catalog/academic-regulations-and-procedures-traditional/grades/>.

B. Student violations of academic integrity

As a Christian community, faculty, staff, and students have a moral and ethical responsibility to refrain from any activities or behaviors that would suggest academic dishonesty and lack of personal integrity. Any form of violation of academic integrity will be addressed by the instructor, the school dean, and/or the Office for Academic Affairs

during the investigation, decision process and appeal process. Please see the catalog for the full policy and procedures at <https://mvnu.smartcatalogiq.com/en/2022-2023/catalog/academic-regulations-and-procedures-traditional/academic-integrity/>.

C. Student accessibility services & accommodations

It is the policy of MVNU that no qualified persons with disabilities shall, on the basis of disability, be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any of its programs or activities.

Any qualified student who has a physical or mental impairment which substantially limits one or more major life activities, such as walking, seeing, hearing, speaking, breathing, learning and/or working, can receive assistance at MVNU as provided in Section 504 of the Rehabilitation Act of 1973 and in the applicable provisions of the Americans with Disabilities Act of 1990. The Accessibility Services Office serves as the campus contact for any disability-related needs that students may have.

For further information on ADA/Section 504 policies and procedures go to <https://www.mvnu.edu/undergraduate/academics/css/accessibilityservices>.

D. Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. The United States Department of Education has issued regulations to implement the law; see 34 CFR part 99.

The federal law may be accessed at:

<http://www.ed.gov/policy/gen/guid/fpcos/ferpa/index.html>

E. Nonacademic complaints against students requiring adjudication and possible disciplinary action

Violations of Mount Vernon's Student Handbook should be brought before the Office of Student Life, by contacting the Director of Residential Life.

See the Student Handbook for further lifestyle guidelines at <https://www.mvnu.edu/uploads/StudentLife/studenthandbook.pdf>.

F. Issues related to student organizations and student government

Such grievances should be taken first to the executive body of the group concerned. Students are encouraged to consult with the advisor of the organization. Utilizing any student governing body and its advisor is encouraged. In some cases, complaints of this nature may appropriately be brought to the attention of the Campus Life Office.

G. Issues related to student life affairs

Complaints concerning Student Life services may be initiated by pursuing any of the following options: (1) the student may discuss their complaint directly with the responsible staff member (e.g., RA or RD); (2) the student may discuss their complaint with the staff member's supervisor or department head (e.g., Director of Residential Life or Campus Life Director); or (3) the student can request to meet with the Vice President for Student Life.

H. Grievances related to student worker

Complaints regarding the on-campus employment by the University should first be directed to the student's direct supervisor. If this fails to resolve the issue, students can direct concerns to the Director of Human Resources. If a satisfactory solution is still not reached after the grievance has been discussed, the Director of Human Resources may pursue the matter with the respective Vice President or their designee.

I. Grievances related to discrimination and harassment

Complaints alleging discrimination, harassment, or sexual misconduct carried out by employees, students, and or third parties may be reported to the Office of Civil Rights at titleix@mvnu.edu.

J. Concerns regarding MVNU employee conduct

MVNU maintains a whistleblower policy to ensure the integrity of its operations. Please find the full policy at <https://www.mvnu.edu/uploads/About/Policies/whistleblower.pdf>.

K. General grievances of complaints

Students are responsible for following existing policies and procedures and directing questions to the appropriate office. A student may file a complaint if in his/her judgement the established policies and procedures were not followed or if the complaint is not addressed by existing processes.

In accordance with the Federal Compliance Program and expectations of the Higher Learning Commission, an Institutional Record of Student Complaints has been established. Only notations for complaints will be made in the log. The notation must have (a) the date the complaint was lodged, (b) the nature of the complaint, (c) the resolution, and (d) the date the file was closed.

- a. Students may submit a complaint to a general online system.
- b. Student complaints will be referred to the most appropriate employee/office on campus to address or resolve which may or may not be the employee who originally receives the complaint.

c. The complaint will be reviewed every seven days to ensure that the employee/office the complaint was directed to has addressed the complaint.

d. Student complaint summary reports will be reviewed annually by the Senior Leadership Team (SLT).

Students may submit a complaint to a general online system using the link below.

<https://forms.office.com/r/a0CG4PShi7>